



# e-INCLUSION

ICT for an Inclusive Society

Ministerial Conference  
Riga 11-13 June 2006

*No one left behind*



# Telecentre network of the Basque Country

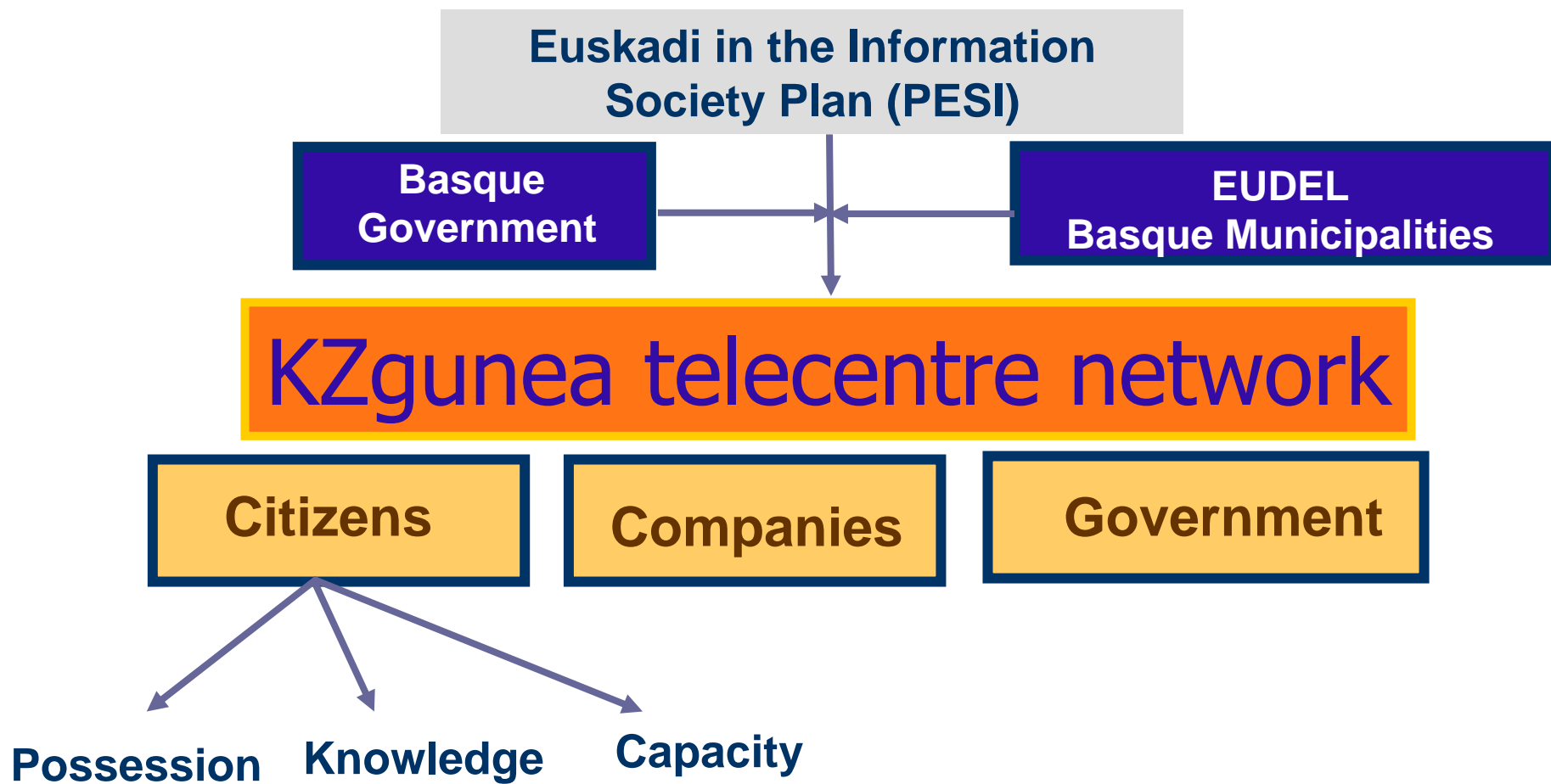


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Agustín Elizegi Etxeberria  
Head Manager of EJIE  
(Basque Government IT Company )



# Starting point





## Targets

- **10%** of the Basque population older than 15 to be users of the network
- **4%** of the Basque population older than 15 to be trained in ICT
- **100%** of the Basque municipalities to have at least one telecentre

## Social groups

Housewives

Retired people

Unemployed people

Immigrants

Manual workers

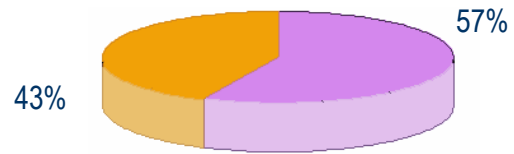




	Target	Current situation
Municipalities	250	250
Public Internet Access Points	2.700	2.700
Centers	273	275
4% of target population trained in ICT	74.069	85.000
10% of target population registered	185.200	206.000

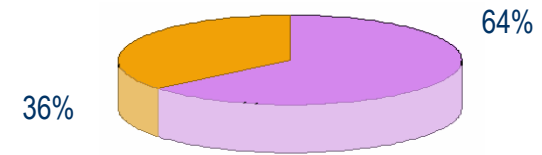


### KZgunea users, BY GENDER



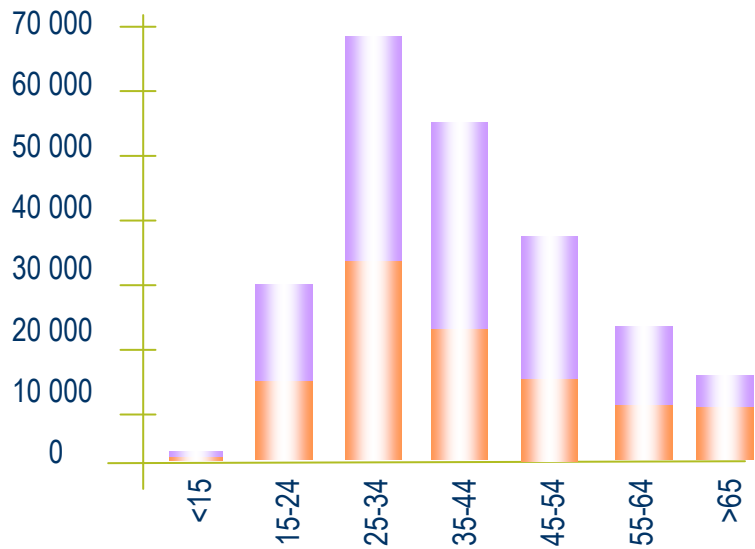
● Women ● Men

### kZgunea trainees, BY GENDER

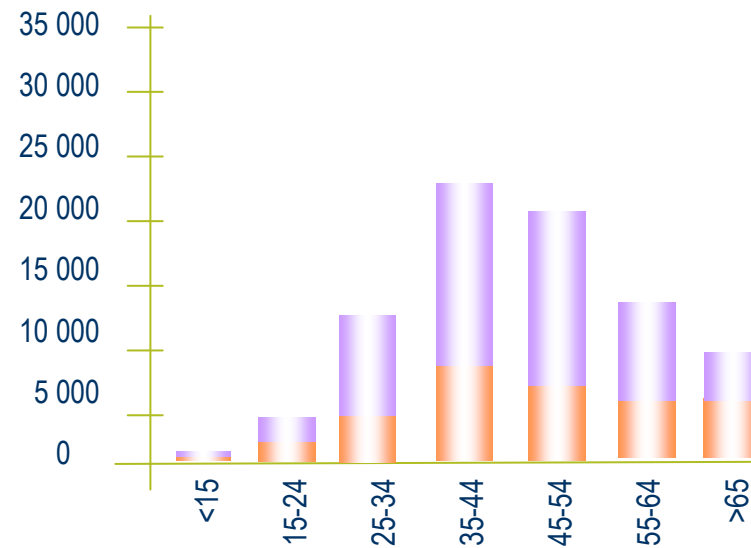


● Women ● Men

### KZgunea users, BY AGE



### KZgunea trainees, BY AGE

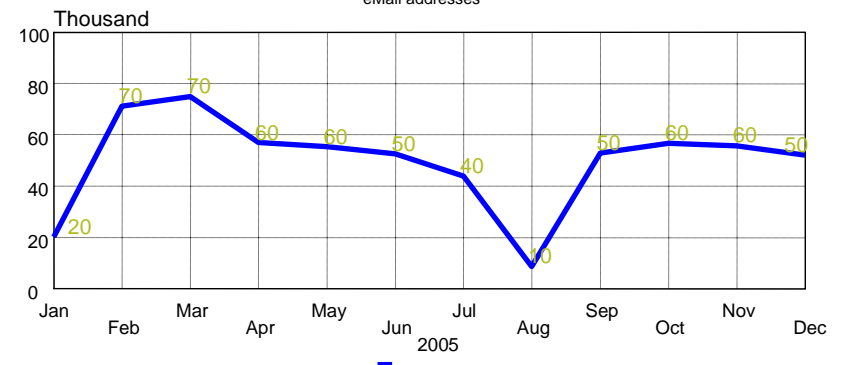
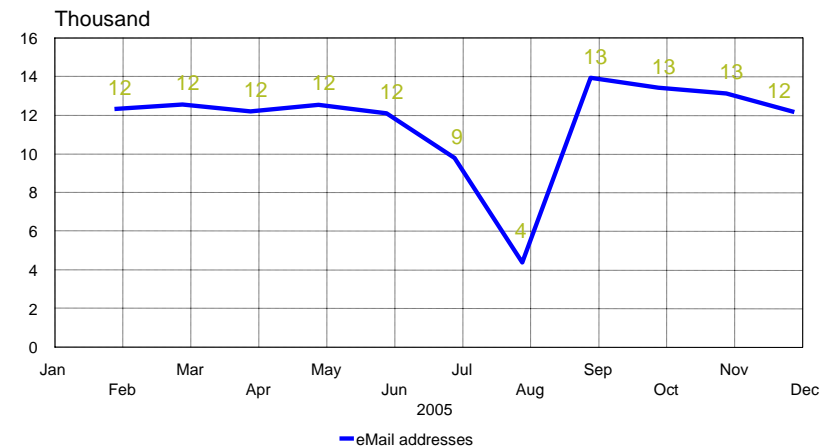
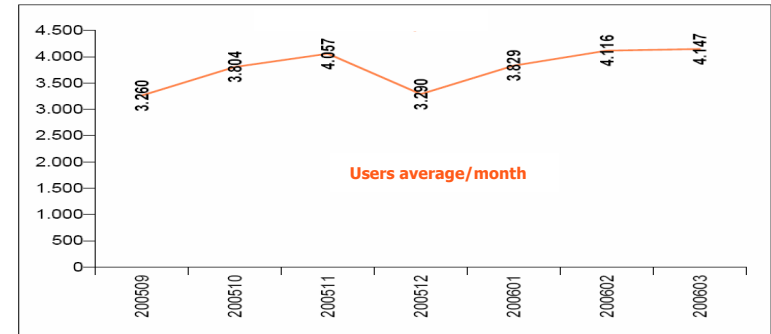




✓ Average number of users per day in KZgunea: 4.133

✓ More than 12.000 people per month use KZgunea email address

✓ More than 50.000 visits per month to the [www.kzgunea.net](http://www.kzgunea.net) website





## IMPACTS

### ■ ***Citizens:***

- **free service**
- **in their own town**
- **customized training in the use of Internet**
- **wide catalogue of courses, accessible (AAA)**

### ■ ***Businesses:***

- **free training**
- **catalogue of courses especially designed**
- **infrastructures**
- **help to develop websites**
- **collaboration with the Basque Country Industry Department**

### ■ ***Administration:***

- **approach Government to the citizens**
- **civil servants training**



- ***IT Txartela*** ICT skills certification system
- ***Electronic health card***
- ***Virtual communities*** Web pages aimed to non-profit associations
- ***Inmigrantia*** Basic Basque and Spanish language courses aimed to immigrants
- ***Ticalia*** Courses aimed to people in risk of social exclusion
- ***KZprestakuntza y PIC Comercio*** Courses aimed to SMEs and small businesses



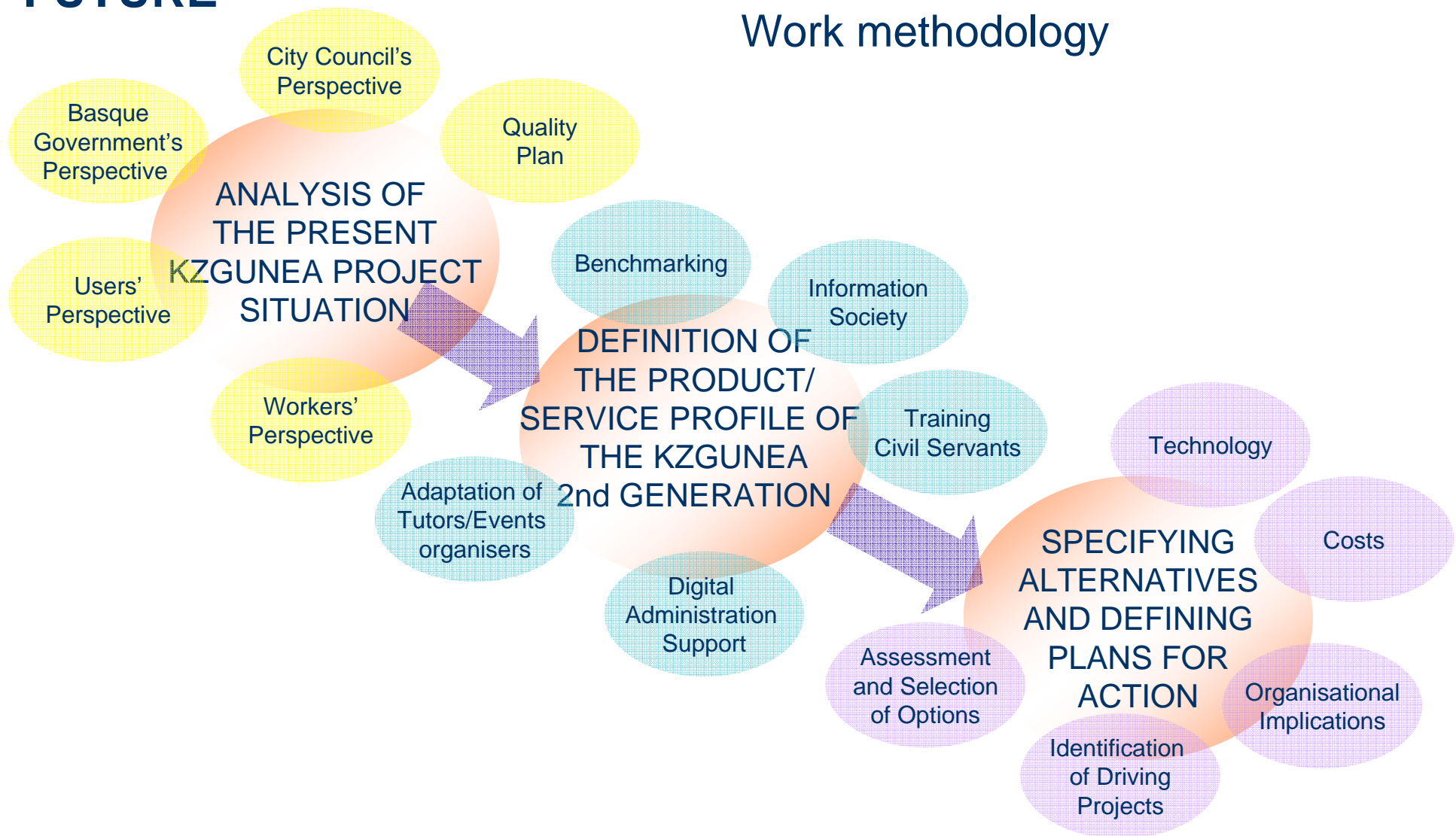
# Work methodology

- Collaboration agreements with local authorities
- Deployment and Management plan
- Adaptation of the infrastructures and connectivity of local municipalities
- Qualified training and technical staff
- Quality Plan (ISO 9001/2000, Sept 2002)



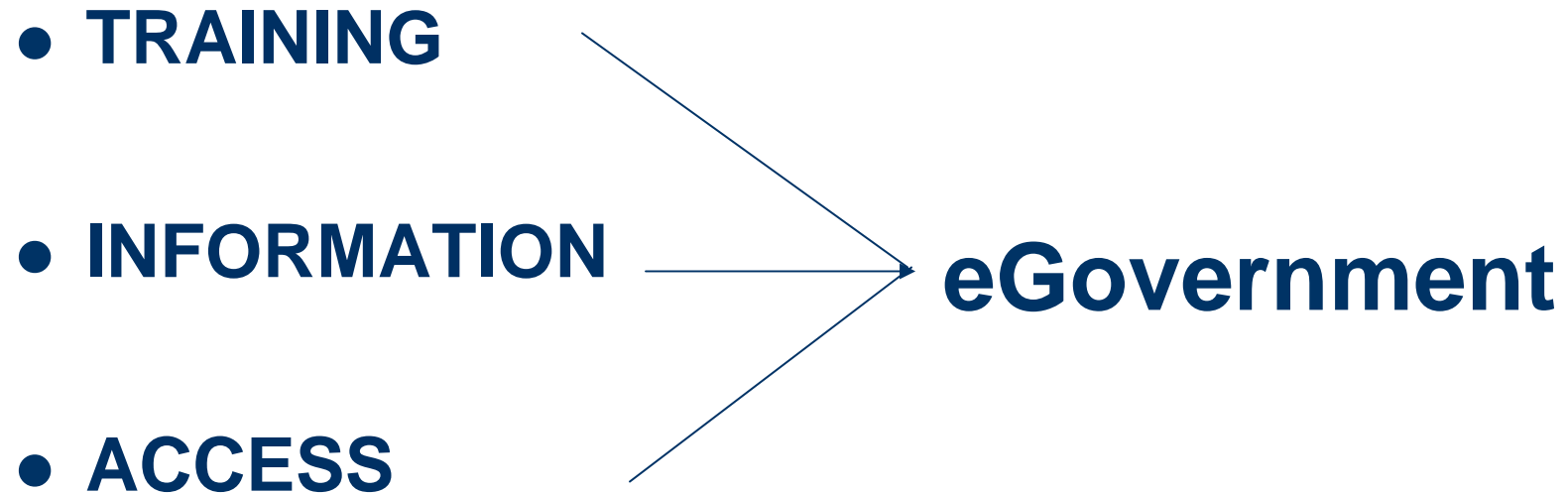
# FUTURE

## Work methodology





# KZgunea and eGovernment





## eGOVERNMENT DEPLOYMENT

- Online processing for low voltage electricity bulletins and the Visnet project (Industry)
- Online processing for gaming machines (Gambling and Indoor Entertainment Bureau)
- Libraries (Culture-Borrowing process)
- Electronic prescriptions and medicine supply (Health)
- Health services website



# eGOVERNMENT DEPLOYMENT

- Digital signature
- Electronic Public Procurement
- Payment Gateway
- Online processing of work reports and occupational illness reports
- Gizarte.net, social welfare data exchange between Basque Government, County Governments and City Councils



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